



John E. Baldacci, Governor

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MaineCare Services  
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**Welcome to the Summer 2009 MaineCare member newsletter. You will find web links and member information. For more member news go to:**

**[http://www.maine.gov/dhhs/oms/member\\_index.html](http://www.maine.gov/dhhs/oms/member_index.html)**

### **Managed Care Questions & Answers**

MaineCare managed care is a state benefit offered to some MaineCare members. To enroll call MaineCare Member Services at 1-800-977-6740. If you are deaf or hard of hearing, call our TDD/TTY line at 1-800-977-6741.

You will need to:

- Choose a Primary Care Provider Site (PCP) who will manage most of your medical care
- Call your PCP for routine, preventive, and non-emergency care
- Get a referral from your PCP if you need to see a specialist
- Call MaineCare Member Services to change your PCP before you go to a new PCP

Even if you are not part of the managed care benefit, you should still have a PCP. Please call Member Services and ask for help in choosing a PCP.



### **Get To Know Your PCP**

It is important to get to know your PCP before you get sick. Call their office as soon as you can to make an appointment if:

- Your PCP has never seen you, or
- It has been over a year since your PCP last saw you

If you do not make an appointment with your PCP:

- You may have to wait to be seen
- You may not get the referral you need for treatment, or
- Your PCP's office may not be open to see new patients

### **How Do I Get Care After Regular Office Hours?**

Your PCP has someone to answer your call 24 hours a day, 7 days a week. If you are sick and need urgent care after regular office hours:

- You must call your PCP's office and find out what to do next
- If your PCP has an answering service or an answering machine, be sure that you listen to the complete message, and
- Leave your name and phone number where they can reach you

### **Office of Integrated Access and Support (OIAS) or Member Services?**

Sometimes it is confusing who you should call for help or if you have questions. Below you will find the top reasons for calling either office.

### **Call OIAS When:**

- Your income changes
- Your assets change
- Your household changes (someone moves in or out)
- You need a MaineCare card
- You want to apply for a new program
- You want to talk to your caseworker

### **Call Member Services When:**

- You have questions about a medical bill that MaineCare did not pay
- Your other health insurance has changed
- You need to enroll in managed care
- You need to know what services are covered
- You would like help with transportation
- You need help finding a MaineCare provider

### **MaineCare Is Working With The Maine Health Management Coalition**

Across America, there are gaps between what people should get and what they do get for healthcare. MaineCare now works with the Maine Health Management Coalition (MHMC). The MHMC rates doctors' office quality of care. Those that meet certain medical standards get blue and green ribbons. The ribbons are given to PCPs who take care of adults and children. The practice can earn up to three ribbons if they meet all of the guidelines.

The MHMC is made up of:

- Employers
- Hospitals
- Health plans
- PCPs

### **How does this help you and your family?**

We are working to add the ribbons to our PCP directory\*. When you call for help in choosing a PCP, you can ask how they are rated. To learn more about how to choose a PCP, go to [www.mhmc.info](http://www.mhmc.info).

\* Not all PCP took part in this survey. Some do not accept MaineCare or may not be accepting new patients.

### **Other Help Available**

#### **Consumers for Affordable HealthCare (CAHC)**

CAHC helps people understand their rights in health insurance programs. They can answer questions about:

- denied services
- medical bills, and
- health insurance enrollment

All calls are free and confidential.

1-800-965-7476.

<http://www.maineahc.org/>

#### **Schaller Anderson**

Schaller Anderson works with MaineCare to help MaineCare members. You may be eligible for the MaineCare care management benefit if you have one or more chronic conditions such as:

- high blood pressure
- heart disease
- diabetes
- lung disease
- asthma

They may also work with you if you are pregnant or need out of state medical care. It is a free service to you. They can help coordinate services and work with your regular PCP on your care. They will contact you by mail or phone if you are eligible.

For more info go to [www.mymainecare.com](http://www.mymainecare.com) or call 1-866-543-2387.

#### **Family Planning**

Did you know women, men and teens with MaineCare may receive services and **no referral** is needed from your PCP?

Some services provided are:

- STI/HIV testing
- PAP tests
- Birth control
- Pregnancy tests
- Emergency contraception

Call the statewide toll free number: 1-877-326-2345 for a Family Planning agency in your area or to schedule a confidential visit. Or visit

[www.mainefamilyplanning.org](http://www.mainefamilyplanning.org)



### **Other sites of interest**

[www.healthymainewalks.org](http://www.healthymainewalks.org) to find an indoor or outdoor walking route in your area

[www.take-it-outside.com](http://www.take-it-outside.com) for year-round outdoor fun in Maine

[www.visitmaine.com](http://www.visitmaine.com) places to eat, stay and go in Maine

[www.letsgo.org](http://www.letsgo.org) eat right, be active, and get healthy

[www.211maine.org](http://www.211maine.org) provides help for issues such as substance abuse, child care, energy assistance or call 211

[www.i-carepharmacy.com/](http://www.i-carepharmacy.com/) for prescription drug mail program for MaineCare members or call 1-888-422-7319

[www.wicforme.com/](http://www.wicforme.com/) information on WIC

[www.maine.gov/healthyhomes](http://www.maine.gov/healthyhomes) screen for lead safe home web site or call 1-866-292-3474

[www.tobaccofreemaine.org](http://www.tobaccofreemaine.org) facts and help to quit smoking or call 1-800-207-1230

<http://www.cdc.gov/vaccines/> immunization schedules for newborn through adults